HUD Office of Housing Counseling Webinar
Grant Administration, 6-25-15

Shawna LaRue Moraille: – for oversight agencies, intermediary organizations, state housing finance agencies and multi-state organization. This is Shawna LaRue Moraille from ICF. We are HUD's technical assistance provider with the Office of Housing Counseling, providing a series of webinars for oversight agencies.

Bill McKee, would you like to provide the welcome?

Bill McKee: Thank you, Shawna. Good morning or good afternoon depending on where you are in the country, everybody.

First of all, I want to thank you all for attending today's webinar. But most importantly, for all of the important work that you do in field of housing counseling.

As you know, HUD announced more than $1.4 million to support grants for 36 new grantees under the FY supplement notebook published in April of this year; as well as an additional $4.5 million to provide a second installment at FY '15 funding for 271 grantees that received rewards through the two-year FY '14-FY '15[inaudible] published in March of 2014. We're currently in the process of sending out the award letter and grant agreement.

Today's webinar will cover some key concepts regarding grant administration, and specifically focus on helping intermediaries, state housing finance agencies, and multi state organizations administrator their HUD housing grant program. But it's important that you know that HUD will also hold a separate training in early July that is specific to the FY 2015 grant agreement, and we're in the process of sending out.

When you see receive your grant agreement, it's important that you read them carefully. And again, we urge to attend the FY '15 grant agreement training also that's occurring early July. We'll be announcing the date and time of that training in the very near future so right now, I'd like to turn it over to Shawna Moraille, who will tell us more about today's grant administration training. Shawna?

Shawna LaRue Moraille: Okay. Thank you Bill. Again, I'm Shawna LaRue Moraille. I work at ICF International. We are the Office of Housing Counseling technical assistance provider, bringing you this webinar series. We have a couple of HUD speakers, as well as subcontractors to ICF. So Aisha, you want to introduce yourself?

Aisha Williams: Good morning everyone on the West Coast, and good afternoon to everyone in the East Coast and in the Midwest. My name is Aisha Williams, and I'm the managing director at ADW & Associates, and I'm a subcontractor to ICF International, working with them on this project for HUD oversight agencies.

Shawna LaRue Moraille: Okay. Thank you, Aisha. Jason?

Jason Zavala: Thank you, Shawna. Good day, everyone. This is Jason Zavala. I'm the president of Mitigate Inc. and I also am going to be subcontracting with ICF on this particular function.

Shawna LaRue Moraille: Okay. Great. Stephanie?

Stephanie Williams: Good morning everyone. I'm Stephanie Williams. I work in the office of Counseling, in the Office of Policy and Grant Administration. And I'm glad to be here, and hope to be able to answer any questions and provide you with helpful information.

Shawna LaRue Moraille: Thank you. Carolyn?

Carolyn Hogans: Hello everyone. I am Carolyn Hogans, and I'm the division deputy and director in the Office of Oversight and Accountability. And I'm located in the Atlanta office.

Shawna LaRue Moraille: Okay. Thank you. Chantel, why don't you go ahead and walk people through the two ways in which they can ask question during today's webinar?

Chantel Key: Okay. Thank you, Shawna. If you are joining us today through the audio through your telephone or your computer, you can use the question box that's found on your tool panel. You can then write your question in there, and at certain times, throughout the webinar, someone will read your question out loud and we'll answer that question. If you are joining us today through the audio throughout your computer, we ask that you submit your questions through the question box, to avoid bad feedback.

But you also have another option. If you're joining us through the audio on your telephone, you can raise your hand. So by using the raise your hand function, it alerts me that you have a question to ask. And I can unmute you, and you can verbally ask your question. So there are two ways to answer your question, through the questions box, no matter how you are joining us today, and which way. Or you can raise your hand and I can unmute you.

Shawna LaRue Moraille: Okay. Great. And this is just to remind you, this is where you type in the questions here, in the box that is provided on this screen. But if you have questions after today's webinar, you can always write into housing.counseling@hud.gov to get your questions answered. As a reminder, this is a part of a six-part webinar series that we started last October.

We provided a webinar on just basically the oversight of networks, so it was rules and responsibilities of oversight agencies. We also did network monitoring. We had one in December. We repeated that session in February of this year, on what is network monitoring, and all the pieces of quality control planning and that type of thing.

Today is the webinar on Grant Administration. And then we have a couple of upcoming webinars as well. No dates have been decided at this point. But you might look out for those on the housing counseling listserv; one on the HUD criteria around agency eligibility and evaluation, right-sizing your network, either growing your network or shrinking your network, depending on what's going on, and then one on performance reviews.

Okay. I will turn it over to Aisha, kind of talk through today's agenda. I'm sorry, Jason, to talk about today's agenda.

Aisha Williams: No. You had it right. Thank you so much Shawna. And this is Aisha.

So in today's webinar on grant administration, we are going to start with a discussion on how grant administration aligns with concepts we've previously discussed in the network monitoring webinar.

In part two of today's webinar, we will discuss some foundational concepts and key definitions in grant administration. We'll also highlight any key role for grant administrators at oversight agencies.

In part three of today's webinar, we will describe the seven steps of the grant administration lifecycle. This includes some basic operational activities, as well as recommended strategies. And again, throughout our discussion of the grant administration lifecycle, we will highlight key roles and responsibilities of grant administrators at oversight agencies.

Some key topics that we'll cover include how to use your grant application as a beginning guide for the entire implementation of your housing counseling grant, understanding and leveraging the relationship between the grant award performance and budget projection and the grant agreement; leveraging required reporting as an opportunity to ensure that activities were performed as outlined in your grant application and in a high quality manner; opportunity to improve the grant implementation process by using your eLOCC systems, as well as things like strategies for performance reviews.

We will wrap up by highlighting common grant implementation mistakes and reviewing key responsibilities in grant administration.

And then finally, we'll present some additional resources on this topic.

I want to just note for everyone that this webinar rather is not an exclusive presentation on grant administration. There are a host of documents and prior presentations that cover the various aspects of grant administration, which is a really broad topic, and the training today is not designed to instruct oversight agencies on particular rules and regulations outlined in the grant agreement. So again, this does not replace the training on grant agreement.

As Bill mentioned in the beginning, HUD will hold a separate training in July that covers specific items in the year 2015 grant agreement. And again, today we just want to provide some strategies and tips that will help you at oversight agencies achieve efficiencies in your grant program, implementation, and operation.

So let's begin with part one and review just a few key concepts from prior webinars, including a reminder on who is the appropriate audience of today's webinar. You can see on your screen a graphic that illustrates the relationship between HUD agencies that have oversight responsibilities or housing counseling network, and agencies that have part of housing

counseling network. On the top row, you can see that HUD has accountability for authority over and oversees everyone else.

In the second row, you can see that HUD partners with oversight agencies to administer and run the counseling program. These agencies include, as mentioned already, intermediary, state housing, finance agencies, and multi-state organizations. There's also some limited applications to mobile housing counseling agencies that have branches. And then finally, in the third row, you see agencies that are part of housing counseling network. These include branches, funded affiliates and unfunded affiliates.

So who are we talking today? The audience for today's webinar, again, is oversight agencies, and particularly grant administrators at oversight agencies. The webinar – the things we'll talk about will pretty much apply to some grantees, also known as funded affiliates. For purposes of today, we are going to say subgrantees.

There will be limited alignments on funded affiliates. But we won't actually go through and specify all that much, where we're talking about on funded affiliates. This webinar compliments the existing grant agreement in the OMB circular at 2 CFR; label of grant agreement, performance recording tool kit, as well as other webinars and things conducted by the Office of Housing Counseling, and Booth Management Inc.

Okay. So let's move on to a review of how network monitoring, and grant administration align with each other. You'll recall on previous webinars that there are four key categories of network monitoring that includes ongoing monitoring, periodic monitoring, financial monitoring, and technical support.

One key requirement that we discussed in the network monitoring webinar was that oversight agencies are responsible for collecting and reviewing the 9902s, at least quarterly, at the time of reporting, and providing these reports to HUD. In addition, HUD expects that oversight agencies will conduct some level of review on counseling and education activities, and some grantees activities as they're recorded in the client management systems.

When you're reviewing the client management systems, what you want to be looking for is that the activities reported accurately reflect what's in the subgrantee work plans and demonstrates that there's consistent and quality data entry, as well as quality counseling education services and activities.

Oversight agencies are also responsible for collecting and verifying personnel activities, charges, and documentation. And you are – currently on this slide – you are expected to collect and verify forms that document any personnel activity charges. Continuing with ongoing monitoring and financial monitoring, oversight agencies must verify that the information represented in HUD's HCF system is correct, with regards to their network agencies. E-verification question that we want to remind you to ask; have there been any changes in the network agencies address of personnel, or were counseling and education activities uploaded on time?

Oversight agencies must also stay up-to-date on various accounting requirements and practices as they apply to the grant. So for example, you want to be sure that you are looking, you're performing accounting of administrative costs, and verifying that there's documentation of these senses that people are billing to the grant.

Oversight agencies should ensure that their subgrantee activities in terms of internal and financial activities, that they are in compliance with 2CFR 200 Omni Circular on uniform administrative requirements, cost controls, and audit requirements for federal awards. And that was just a long way to say that the current Code of Federal Regulations and the Omni Circular was condensed – basically it combined eight previous separate sets of OMB guidance into one place.

And so you have to remember that all of the financial accounting activities, all of the documentation, direct and indirect costs, all of those things need to be properly compliant and aligned with the guidance outlined in the Omni Circular.

And there's also additional information that you could find out about these particular costs and activities. Again, the Office of Housing Counseling and Booth Management Inc. conducted a webinar training on the Omni Circular. And you can see the link to that training on your screen, for additional information. In addition to the ongoing monitoring and financial monitoring activities that we just covered, here are some grant administration activities that also applies to periodic monitoring and technical support.

Providing training and technical support concerning the information that we've been covering and that we will cover today is very, very important. So for example, you want to provide some technical support, in training, to address proper expense documentation, and recording procedures, as well as providing examples of what appropriate reporting and documentation looks like. This helps avoid various errors that significant corrective action when reports are due, and they can avoid last-minute corrective actions, at the time of an audit or when HUD conducts a performance review or when one of HUD's third=party auditors comes in to do an audit.

You want to be checking work plans to be sure that, again, anything that the agencies have uploaded and reported are – that they're consistent with what's in their work plans. And then you want to follow up and follow through communicate regularly with your agencies. Now this may seem like a [inaudible] feature, but follow up one-on-one throughout the grant cycles, not just during reporting and not just at the end of the grant cycles, are all really key to help keep everyone on track.

And you should develop lead source materials as I mentioned, checklists, templates, standard operating procedures to help everyone implement the grant in a manner that's high quality and consistent and delivering consumers with the level of service that HUD would want for their program.

Bill McKee: Thank you, Aisha. So now it's going to be time for a pop quiz. And in a moment, I'd like to ask HUD if they have anything to add. And while we do the quiz, we'll take some

questions. So we'd like to encourage you to submit them through the control panel options that were previously identified.

So which of these required network-monitoring activities is relevant to grant administration? Is it, A, collect and review forms HUD 9902s; B, review counseling and education activities reflected in the CMS; C, collect and verify personnel activity charges and documentation; D, monitor financial performance and use of pass-through funds; or E, all of the above? Once you know your answer, we'll ask you to please click, and then we'll discuss the right answer in a moment.

Aisha Williams: Did you have anything to add while people are clicking their answers on the screen?

Stephanie Williams: Yes, hi. This is Stephanie Williams. I can just highlight a few things. You covered some really good information, and so I'm just going to touch on a few of those points. Aisha mentioned Booth Management and it's training on the Omni Circular different topics. I'm sure that everyone has attended, at least one, or at least one of the trainings, which are archived. So if you missed one, it's a good idea to go back and listen to those presentations.

In the grant agreement, training that the Office of Housing Counseling will provide in the coming weeks, once the grant award packages are mailed it's always good to pay attention, and participate in those meetings.

One of the things that we'll highlight during that training is some of the ways that the grant agreement has changed, in connection with the Omni Circular, so it just sort of carries through some of the things that Booth has already covered. But you'll begin to see it in your grant award documents starting with the fiscal year '15 grant agreement.

So please kind of be prepared to see that. I also wanted to mention this is one of the items on the pop quiz. Everyone knows that 9902 reporting is critical. It provides information about the housing counseling program. It justifies the funding that we request, and just sort of shows the need for the program, the clients served, and is meant to be a good picture of the housing counseling activity.

To the extent that you have comments, concerns, ideas, questions about 9902 reporting challenges that you have, please continue to submit those to the Office of Housing Counseling. Right now, we have a group who is working to find ways to assist with the reporting more, providing you more guidance and information about completing your 9902, submitting the information timely, to the extent that there are questions or problems that you've faced with the 9902 reporting, where we're trying to address that.

So just know that more kind of guidance about the 9902 reporting is in the works. And I think that's all I really wanted to highlight, based on what you've already said. I'll leave it for any of my colleagues that might want to add something.

Jason Zavala: Thank you. Chantel, have we captured our responses?

Chantel Key: Yes. We're at 70 percent voted already. So I'll go in and close this now. And now I'm sharing it.

Jason Zavala: Excellent. Thank you.

So from what we can see, nearly everyone had identified that all of the above was the correct answer. So we were looking for answer E. And really noteworthy to this whole process – Stephanie alluded to much of this – is that successful oversight will require a significant number of tasks, and collaboration with your network. So you have to make sure that you have built a response to each of these activities that are identified here.

Shawna LaRue Moraille: We did have one question that somebody has written in, if you can take one of the written questions. On part one, "Is it true that HUD has changed the requirements for personal activity charges?"

Stephanie Williams: This is Stephanie Williams. The answer is that HUD hasn't changed the requirement. The requirement was changed as part of the Omni Circular that OMB published and that became effective in December. The Omni Circular no longer requires personnel activity reports – PARs, as we've known them. They are acceptable but not required. And so our grant agreement will reflect the language in the Omni Circular that specifies what will be needed, and what's required for personnel expenses reporting. So that you'll see in the grant agreement, and we'll provide some training on that in the upcoming grant agreement training.

The other thing that we're working on is to provide a template of sorts, to outline what would be needed for personnel expenses reporting. I don't want to call it PARs anymore, because we're trying to kind of move away from that since we have that guidance from the Omni Circular.

So the long answer is that there is a change in personnel expenses reporting, in that PARs, as we've known them, is no longer required, and HUD is just going in that direction as a result of what the Omni Circular states.

Shawna LaRue Moraille: That's perfect, Stephanie. That answered the follow-up question as well. So part two.

Jason Zavala: Thank you, Shawna. So now, in part two, we'll start covering some basic definitions and key facts that grant administrators need to know. These items will also help to inform the seven steps of grant administration, which we'll also cover in part three.

So to start, here are some of our key points in our basic definitions. And the first one is about how to engage your specialist. Monitoring representatives from home provide a myriad of focus areas and skillsets. Oversight agencies should utilize all of these supports in order to ensure proper guidance and information.

You'll also find that some HUD representatives may serve in multiple roles. Grant administration covers many facets of implementation of the Housing Counseling grant received by an

organization with network oversight responsibilities. What's different than other housing agencies is the agency is overseeing its network partners.

On your screen, you should see some key HUD representatives to find, with whom you will regularly interface. Your government technical representative, or your GTR, is the HUD staff person that monitors the activities of housing counselor grantees.

This individual is responsible for technical and financial oversight and evaluation of the grantees performance under this agreement. The GTR reviews and monitors the grantees work performance, payment requests, and reports. They may also be referred to as the HUD's point of contact, or POC. Your government technical monitor, or GTM, is the HUD staff person that monitors the activities of the HUD counselor grantees. This individual may be appointed to assist the government technical representative. The GTR may delegate to the GTM. Likewise, the GTM may also be referred to as the HUD point of contact.

The assigned point of contact interfacing, when it comes to reporting in general inquiries, they use a central point of contact, if there are performance review fundings, communication issues, reporting any grant payment problems, and regulation and policy interpretations. Along with the grant administration function, there are specific point of contact players within HUD that will help to inform and guide successful execution of the grant agreements, if any critical problems arise.

You should recognize the housing counseling agreement as your no-foot grant agreement. And alignment and use of the signed agreement is critical to a cohesive strategy. While this is not the singular governing document, it holds much of the [inaudible] for core network application.

Depending on an agency's goal, some grantees will expand the agreement to a more comprehensive task and procedure. However, please note, omissions are not recommended. And I remember that, in addition to the HUD representatives, your role is part of the HUD Counseling Handbook 7610.1 Revision 5. And you have many players to coordinate with.

Key to remember, contact your GTR first and use them as your primary point of contact. The roles provided by HUD are also identified, in this handbook, as monitors, as well as the Housing Counseling Agency interfacing. And for additional information, you can seek the HUD Handbook 2210.17, which covers discretionary grant and cooperative agreement policies and procedures in chapter 5.

Additionally, we want to introduce you to some of your other systems that support you. For grant administrators, the HCS, the housing counseling system, is used to capture agency contact and counselor information services, 9902 projections, ID submission verifications, view awards; armed submissions, which is the agency reporting module, or your CMS to ACS interface; and overall grant processing. The information that supports your communicating discrepancies are areas to provide technical support can come from the HCF user screens and should be viewed periodically.

The client management system is used for electronic tracking and storage of services. The subgrantees use this platform to capture critical counseling and education data and to provide specifics, notations and reporting on the services rendered. Housing counseling agencies are required to utilize a client management system that interfaces with HUD's HCS. And there is a list of approved client management systems. If an agency has a system not on the list, the Oversight Agency and the HUD Counseling Agency must work with the HUD point of contact to get the system approved.

Agencies without approved client management systems should not be participating in the grant program. eLOCCS, the Electronic Line of Credit Control System, handles access and grant fund drawdowns. We'll be discussing this in greater detail, as part of the grant lifecycle requirement element. And lastly here, we reiterate the 9902s, which report each of the HCS service analysis, which includes demographics, services that have been acquired, outcomes and more. Again, key to your success, grant administration staff should become thoroughly versed in reading, and possibly troubleshooting any anomalous reporting and activity.

Now that we've covered some basic definitions, let's transition to discuss some key facts about grant administration. For our purposes, grant administration covers implementation of the HUD grant through an oversight agencies network. The oversight agency is responsible for managing the daily operation of its programs, meaning that partnering with network agencies does not relieve oversight agencies of its responsibility for production, performance, and compliance with its written agreement with HUD and other applicable laws.

At the same time, housing counseling agencies are still responsible for properly managing their daily program operations, in accordance with the guidelines and regulations that are set out in the grant agreement and other documents as required. The grant administrator should assist in setting uniform standards and best practices in managing their operations, and implementing the HUD housing counseling grant. Take time to explore and re-inform on highlights of state, and settle applicable laws for your network. And look to some of the prior presentations on grant agreements for additional implementation information.

So now we'll move into part three. In this part, we will review the seven steps of the grant lifecycle from application, through performance reviews, for oversight agencies. The seven steps noted in this graphic were previously identified in the grant agreement and oversight webinar. Effective compliance in grant administration encompasses all of the seven steps on this slide. And for the remainder of this presentation, we'll revisit these steps in greater detail, and discuss the administrative and oversight functions for oversight agencies associated with each of the steps.

Our discussion will highlight these critical features of oversight agency and responsibility, and also where appropriate some how-to's for conducting oversight activities. Oversight agencies should have established written protocols for all of these topics, and hopefully today's presentation will help clarify what should be included in these protocols. Here is the same cycle elements in a list format. We will discuss each of them on our subsequent slides. Aisha.

Aisha Williams: Great. Thank you, so much Jason.

And so the way I'm going to go through this everyone, is I'm going to start with some critical defining activities for each step. And then I'm going to talk about some tips and strategies that will help you streamline your implementation of those steps, or make each step more efficient.

So let's go ahead and begin with step number one, which as Jason mentioned, is the NOFA application. There's critical and defining activities for the NOFA application include collecting and verifying subgrantee application data, and submitting a network grant application to HUD, on behalf of your entire network.

And I realize that some oversight agencies may not actually solicit specific applications from your network every single grant cycle. But there should be some process in which you are gathering information to make sure that what you are submitting on behalf of your network is properly representing what your subgrantees intend to do under the grant.

So what does it mean to verify your subgrantees data? Well, this means taking a look and making sure that the information that they submitted, and that you submitted are correct, and that they all align. So there's a couple of questions that you need to ask. One, do the units add up? Has someone said that they are going to do five units of activity A, and five units of activity B, and then overall all of their units look like 17 units? We know that five plus five is 10. And so you want to do those types of checks to make sure that the units align.

The next thing that you want to do is you want to make sure that the units make sense, in terms of the agencies performance. So if you have an agency that has only done 10 units for the past two years, and now suddenly they're saying they're going to do 1000 units, you need to ask yourself and ask the subgrantee does that make sense given your prior production. And if you say it does, how exactly do you plan to achieve that increase from productivity?

You also want to make sure that the budget that they're putting in supports the performance that they're promising. So are they saying that they are going to product a ton of units on a shoestring budget, or are they saying that they're only going to produce a few units on a budget that's inappropriately large for the amount of production that they're planning to arrive?

And then lastly, you want to make sure that in looking at what your subgrantees said they would do, you want to be sure that those activities sufficiently fulfill HUD's requirement. And so a good example that I like to use for this is affirmatively furthering fair housing activities, because this is an area where there is considerable variation on what folks might do.

Again, on the first oversight agency webinar that we did in this series, at the very end, and even on the last network monitoring series, we talked about particular affirmatively furthering fair housing activities that agencies can do. You want to be sure that agencies have properly addressed all of these things, that those are included in their work plans – and again, that they comprehensively cover what HUD expects them to do in this area.

So you also want to be sure that the applicant agencies, or the agencies that are joining your network through this application, so your subgrantees, that they either meet or exceed HUD's

approval or criteria, or that they are actually HUD-approved at the time of the application submission. The time to do this is not after you've already included them in your application, and then you're wondering whether or not the agency is going to be compliant with all of HUD's requirements.

Speaking of compliance, the application is also the time to assess each applicant's agency compliance. So I'm not saying that you need to conduct a full performance review of each agency, but you definitely want to ask the question, concerning any compliance or audit finding, or performance review findings, even that they've had from past intermediaries or from HUD. And if there are some significant findings or concerns, you want to be sure that they've addressed these issues, and that there's no reason for you to expect that those previous issues might affect their implementation of the grant going forward.

Of course, and again, I mentioned this just a moment ago, but in addition to checking up on your subgrantees, you need to do a self-check. So do your numbers properly add up? I worked on an intermediary and we've had sometimes 50, 60 folks on an application, and it is hard to sometimes make sure that all of those numbers make sense, and are aligned, and all of that. So you want to be sure that you're doing a check of yourself, when it comes to submitting that overall application.

You want to be sure that you've addressed all of the factors properly. You want to ensure that you've filled in all of the columns, and where narratives are requested or required, or even where it's optional, if there are places like that, you want to be sure that you're completing narratives, where there's an opportunity to do so, so that you give your agencies the best and most fair stake at having a strong application. And then finally, please make sure that you submit your application on time.

So moving on, I want to just mention a couple of accounting things, as well as some non-accounting things, that maybe you might have not included in your previous administration in your application part of the lifecycle, but that are good ideas to pay attention to going forward.

So Form 424, which is the detailed budget that you'll submit to HUD that covers actual documentable, accumulative, and quarterly administrative costs. These are things such as personnel or direct labor, travel, supplies, those sort of things. When you're looking at your budget, and when you're looking at the budget that your subgrantees are submitting to you, you want to take a look and compare and contrast what different subgrantees are proposing to provide and at what cost.

So when you're looking at the budget of agencies who are providing the same services, do the number of units and staff and personnel, do they sort of correlate a little bit, are the budgets close, or are there some sort of huge variation between the two agencies? If there is variation that is significant, it doesn't necessarily mean but it could mean that HUD's not getting enough value for the same services from one agency verses the other. Or it could mean, again, that someone's promising the world on a shoestring budget. So if the value of the services looks too good to be true, again, it's too cheap for the amount of units that they're promising, that's something that you

just want to double back on because usually when something seems too good to be true, it probably is.

You also want to take a look at, if you have a research division or if you have enough staff as an oversight agency. You want to take the opportunity to help agencies identify area, where they can have cost savings, especially if their budget is really huge. And in terms of just a non-accounting tips – and we'll go into this a little bit more on the next slide – but your application this year includes the 9906 Chart B and Chart G, and I'm going to talk about how you can use these charts separately and in conjunction to, again, help guide you throughout your grant administration.

Before I talk about these, I just want to mention that every year with the NOFA the charts can change. Just because the charts are represented a certain way in one NOFA doesn't mean they'll be represented the same way in the next year's NOFA. So on your screen, you see 9906 Chart G and Chart B. Chart B defines counseling activities to be provided across your network. And this lets you as an oversight agency know how your service portfolio is shaped. So for instance, you may have a lot of free purchase counseling. You may have a lot of fair housing related activities. You may have a lot of default delinquency. You may have a lot of rental counseling.

Either way, this chart not only lets you know sort of how your portfolio is shaped, in terms of counseling education activities, but it also lets' you know how those activities will be provided. So for example, one-on-one counseling, group education, in-person counseling. You should use Chart B to figure out where you have strong opportunities to provide quality services to clients, technical assistance, but also technical assistance to your network.

So for example, if you have a lot of pre-purchases, than you need to be looking to say, as I'm filling out part B, which we're going to get to in just a second here, I want to be sure that some of my oversight services and technical support and even my performance monitoring, that those are geared toward pre-purchase counseling, because that's the largest part of my portfolio, if you will.

And then finally, this last point on Chart G, Chart G is used as a self-check for you. So you recall in the last webinar, we talked about network monitoring, and you're supposed to have a quality control plan. Well, Chart G is your chance to tell HUD all about how you are going to do wonderful implementation of your quality control plan, and really provide robust monitoring, and oversight, and support for your network agencies.

And so what you want to do is ask yourself a couple of questions, given the administration fee that I'm asking HUD for, are the activities I'm describing in Chart G, are those sufficient, are they robust enough, are they appropriate; did I cover everything that I said I would do in my quality control plan that I've submitted to HUD?

And are my activities an appropriate use of HUD's time in terms of should I be doing more. And then finally, as I mentioned, you want to use Chart B and Chart G, as opportunities to sort of look at them together and see, are your oversight and management, and grant activities, are they

matching the needs, given the services that your network agencies are going to be provided, as listed in Chart G.

So with that, I am going to pass it to Jason, who may have some additional specific examples for this.

Jason Zavala: Thank you, Aisha. And if we can just step back to that graphic for just a second.

Really, what I think is important is recognize that this cross-view can be valuable, particularly if you consider that not all administrators, either write, or regularly revisit their grant applications. The charts show oversight and housing counseling items that are related to service delivery. The inner section of that information can guide how an administrator will approach supporting the housing counseling agencies.

If you've got an agency that's performing high concentrations of pre-purchase counseling, something that would be noted on Chart B, you might then decide to provide training webinars or sponsors subgrantee counselors to attend training on pre-purchase counseling. You may observe pre-purchase counseling sessions during your site visit to ensure consistency with best practices and compliance requirements. So consider knowing the services both that are provided as well as services that are not provided that define activity in your markets and how it will align with their work claims and how reviewing these can help in rectifying service delivering efficiencies. Thank you.

So lastly, in step one, we want to examine that you're reviewing the key items from Booth Management webinars that are concerning accounting, to help you have a robust application that meaningful address HUD's requirements and expectations for financial management. Booth Management covers the financial cycle, budgets, certifications, disclosures, reporting and acceptable practices. And at this time, I'd like to ask HUD if they have anything to add on this?

Stephanie Williams: Hi, this is Stephanie Williams. And I thought one of the things that I could highlight is, just tying together the NOFA application and oversight and monitoring.

Right now, we are out the end of the fiscal year '14 grant. People are submitting their final reports for the expenditure of the '14 funds. And one of the ways that the NOFA application charts came into play with the reporting is the affirmatively fair housing charts, for example. When we ask you to let us know what the activity for meeting your goals that you reported in that HUD 9906 chart.

So although we are not in the heart of a NOFA application process right now, this is still very relevant because it all kind of comes full circle when you look at the grant cycle, the application process, and how you perform the housing counseling activities throughout the performance period; and then reporting on what you entered in your grant application at the end of the performance period, in your final report, your final quarterly report to HUD.

So that's just an example of how it's important to kind of key in on the activities that you plan to do in your application, and how they will need to be updated as a part of your final report.

Aisha Williams: Great. Thank you, so much, Stephanie. Shawna, do we have any questions on this section or can we keep moving forward to step two.

Shawna LaRue Moraille: No written questions. Chantel, does anyone want to raise – to ask a question verbally?

Chantel Key: No. No hands are raised.

Shawna LaRue Moraille: Okay. Great. Sorry.

Aisha Williams: Okay. Great. Well, hopefully that means this presentation is really clear. So let's go on to step two.

And what I want to say is that steps two, three and four are listed consecutively, but they actually happen in concert. Step two of the grant administration lifecycle, and step four go hand in hand. And step three is where you document the result of sort of implementing step two and four in an integrative fashion.

So step two is the award. And the award is simply when HUD awards the money to the oversight agency known as the grantee, in the grant agreement. And then step two may also include the grantee, or the oversight agency making subaward – it will include making a subaward to the subgrantees. Once you as a grantee or oversight agency receive the award from HUD, the very next thing that you should be doing – because let me just go back for a moment and say, you probably won't get to the pay, the exact amount that you asked for.

So the next step that you want to do is say, okay, given this award, and I need to figure out how does this reshape what my subawards were, and what agencies will get, compared to what they ask. And so we won't go over the slide for a couple of slides. But when you get to step four, you want to say, all right, how are we going to adjust our production and our budget given the award that we actually received? What I want to say about this is that between the application and the time you actually get the money, a lot of things can change, because several months pasts.

Sometimes folks lose staff. They may have had a significant increase or decrease in the amount of services sought. They may have gotten some money that they weren't sure they were going to get or maybe some money they thought they would get, as part of their leverage funds, maybe they didn't actually get that. And so those are all things that you need to be looking at.

And these are examples of why it's really important, before you go to HUD and say, here is what our budget is going to be and here is the adjusted unit production. That's why it's so key that you talk to your subgrantees, and have that conversation to see if any other factors have changed, what they initially anticipated of being able to produce under the grant.

And then finally, you also want to do the same checks that I described in step one. So do the projections make sense in the context of the award amount that are given? So for example, if I'm at a small housing counseling agency and I promised to do a certain amount of units, and I have

three counselors, and then between the application and the award, I've lost two counselors that I haven't replaced, am I telling you that I'm still going to be able to produce the same number of units with just one counselor? That wouldn't really make sense.

And so, again, it's not impossible, but if that's the type of promise that I am willing to make, then you as an oversight agency need to be checking in with me to see how exactly I plan to do that. Okay, we can move on to step three. Thank you.

So step three is the grant agreement. And again, we'll get to step four in just a moment. But the grant agreement is, again, that's the agreement between you as a grantee or oversight agency and HUD as well as the subgrant agreement, if you use them between you and your network agencies, or your subgrantees and your network agencies.

So I'm just going to talk – the grant agreement is pretty straightforward. You read it, you sign it, and then you live up to what you said you'd do. But I am going to give you just a couple of tips here that we think will help make the grant implementation pretty smooth. When we get the grant agreement, you definitely want to – even if you're not using subgrant agreements, you want to take the opportunity to go through the requirements and expectations that you're going to have with your subgrantees.

So that means having some sort of a session or phone call, or something ensures that your subgrantees, and the grant administrators at those programs, program managers or what have you, understand what's expected of you, and in turn, expected of that under the HUD comprehensive counseling grant.

In addition, if subgrant agreements are used, you want to be sure that they mirror, to the extent appropriate, with HUD's grant agreement with the oversight agency. You want to – this means clearly identifying the subaward amount. If one of the required production and compliance that's required for the grant, as well as the oversight methods that agencies will be subjective to, as part of their participation in the grant.

Another tip, be specific in your grant agreement. So we talked about step three, covering the award, and step four, covering the projected budget in units. And so, I always like to tell folks, for example, if agency says they're going to do 100 units for $100 over the course of four quarters, then the subgrant agreement should reflect the expectations.

I've even gone to the extent of saying, well, by midway, by quarter two, for example, I want you to have 50 percent of your units extended, so that, that way if there's going to be a shortfall, I can figure out what I need to do, how I need to reallocate the units so that I can, number one, avoid funding recapture, and avoid sort of that last minute rush, and what just feels like a lot of pressure, at the end of the grant cycle, to try to push through for units.

Oversight agencies have the right to sort of ask agencies to extend their funds expediently over the course of the grant. And if an agency doesn't expend their units like that, perhaps they have a grant that happened in cycles, and their production all comes in the fourth quarter, that's okay too. Just make sure that you have a conversation with that agency, so that you're not stuck in

quarter three pulling out your hair, wondering why they haven't produced units. So this is about communication and then documents saying the results of that communication.

And again, you don't have to use a subgrant agreement. But you do want to be sure that some way somehow you memorialize what that agency said they would do. Or better yet, the services that HUD is purchasing from them, for a given dollar amount.

So if we go on to step four, we already discussed this. Step four is when you actually commit the modified budget and projected counseling and education units to HUD, there would necessarily probably be some reallocation from what you initially promised in your application.

And I'm not going to go into great detail on this, other than to say what I've already said. Make sure you have conversations with your subgrantees in that everyone is on the same page. And then also, in completing step four, remember to just think longer terms. What are the things that can happen during the grant administration implementation cycle; reallocation of funds, leveraged funds, if funds are expected to be extended for other grants. Are there opportunities for additional production in one area that the HUD grant may cover, and so those are the types of things that you want to be sure that you're covering?

The next slide is a graphic representation of the relationship that I just described between step two, three and four. And so, again, step one, that's the application part. That's when HUD tells you, and everyone else, what their funding methodology is, what the factors and decision criteria are, and that's when you, as the grantee are completing the application, and they're submitting it to you, and then you can see very clearly the relationship between step two, three and four.

And so, step two, the award. They tell you what you're going to get. You tell the subgrantees what they're going to get, or what you're proposing to give them, and you're having – Step two and step three are – I'm sorry. Step two and step four are really interactive, you're going back and forth; and you do this for the amount that we're saying we're going to give you? And then finally step four are where those things are memorialized.

So with that, I'm going to pause and ask HUD, do you have anything to add before I go on to grant reporting?

Stephanie Williams: Not at this time for me.

Carolyn Hogans: Yes. This is Carolyn Hogans. And I would comment on the subgrant agreements. Yes, they are required.

Aisha Williams: Okay. I stand corrected. Thank you, Carolyn. You are required a formal subgrant agreement with your housing counseling subgrantees. Thank you, Carolyn.

So if we move on to step five of the grant lifecycle, let's talk just a couple of moments about grant reporting. And so grant reporting involves the sort of critical and defining activities you see on there. Let's go through them really quickly. You have to upload your 9902. You have to submit your expenses, as well as the documentation of the other expenses. You have to submit a

narrative with your final report. And then you would submit documentation of the personnel activities, even though we're not calling them PARS.

And I want to note here that also, remember that quarterly reports must be provided even if there is no draw request that's been submitted. So no payment that's being requested. And so just a couple of tips around that. You really want to use your quarterly reporting, your 9902 as an opportunity to ensure that what you promised way back in step one that – and in those charts, and Stephanie just highlighted this, Chart G and Chart B, and everything else that you've written in your application.

When you're turning in your grant reports, you want to be going through them and saying, are we on track to do what we've said what we would do. And are things happening in a way that looks compliant? You want to look for red flags.

Again, we've talked about this since the beginning of the presentation. Are people doing things that aren't in their work plan or that we didn't apply for it that they're not HUD-approved to provide? Those are key questions you want to ask. Are the supporting documentations, again, do they meet the requirements that are outlined in the Omni Circulars, as they relate to financial documentation?

Another thing that you want to do is you want to take the opportunity to evaluation the performance that you're getting. And so, when we talk about performance evaluation, this means taking a look at the reporting data, and taking the opportunity to ask some key questions. So for example, am I seeing trends in a particular type of counseling, such as rental counseling. If so, that tells me a couple of things. Maybe I can be looking for some additional grant opportunities throughout the fiscal year that will support the prevision of more rental counseling.

That's what seems to be the demand. That might also inform what kinds of agencies that I might seek out, in future NOFAs or in future grant opportunities. Maybe I want to have more rental counseling agencies or subgrantees in the future, because that seems to be where the consumer needs are.

The other thing that you want to do is you want to take a look and see, are there compliance concerns. If the reporting documents don't look right, is this maybe the time to provide a refresher webinar on how to provide proper reporting documentation? So that when it's time for audits, hopefully everybody has this properly prepared, and has been properly reminded of what they need to be doing.

And then, of course, you want to be looking to see where are there opportunities, based on narrative that you get at the end of the year, or conversations, ongoing communication you have, challenges people are having? Are there opportunities for technical assistance just to help people, what I like to say, master their craft in counseling. So are people struggling a big with pre-purchase counseling or just having some questions that some good technical assistance may help?

Jason for step six.

Jason Zavala: Thanks, Aisha. So now we'll look into step six. And as mentioned before, your eLOCCS is the disbursement system that handles the disbursements in cash management for the majority of the HUD grant programs.

As it relates to the grant reporting, within eLOCCS, your payment request from the oversight agencies is used to pay the agencies for their oversight activities, and to pay to subgrantees, based on their reports, and their payment requests. So subgrantees don't actually access the eLOCCS. eLOCCS are accessed only by the oversight agency.

And things that the OA should do to strengthen the implementation of the eLOCCS activities are as follows, if you're having problems with your eLOCC access, you should contact your HUD POC for assistance. Working within the eLOCCS is often a function of the accounting department at an OA. So this doesn't mean that the grant administrator shouldn't familiar with eLOCCS and how the grant funds are being expended. So to be an effective grant administrator at an Oversight Agency, you have to maintain a dialogue with the accounting department, or whoever's responsible for eLOCC activity.

And know what's going on with the eLOCCS, and the information that's contained within it. Remember only registered eLOCC users and approved officials can access the system. And as a grant administrator, if you don't have access to eLOCCS, you will want to maintain communications with whomever is the approving official, and eLOCC user to make sure that you are effectively managing your grant.

So now what you're going to find here is that we have three screenshots that are going to overlay a sample of information that can be obtained from the eLOCC system. So if you haven't seen these screens before, this should be the initiating point for you to talk to the accounting entities that have been managing this. So as we look at this, what you'll see with all three of the shots, and you can advance them now, we have a budget shot. It breaks out an assortment of operation and management improvement expenditures in the amount and the dates that are being identified.

So the budget and voucher observations are not just an accounting function. They're a tool for the grant administrator to manage the grant. By examining the eLOCCS pages, an administrator can explore the amounts, the breakdowns, the dates of allocations, all to inform when expenses may be drawn down, how that can influence ongoing and future expenses, and areas to provide more support. In these graphics, here what we can see is the snapshots of operations and management improvement segments, and when these items were disbursed.

You may want to consider what allocations were listed here, and how that weaves into your management approach. Consider how you establish your training and identify a new client management system protocols, or platform – technology platforms that you might use, or any marketing support that would align with timing and goals. By looking at your eLOCC system, this can help you start to identify what you've done in the past, and what you'll want to do in the future.

And before we move on, I'd also like to ask if HUD would like to add anything to the eLOCC system, before we move on?

Carolyn Hogans: This is Carolyn Hogans, and I would just like to reemphasize what you've said already, that if the agencies are having any problems of access in the eLOCC system, to contact their point of contact. Thanks.

Jason Zavala: Thank you, Carolyn.

Aisha Williams: Do we have any questions, Shawna, before I get started on the last chunk of it?

Shawna LaRue Moraille: There are no written questions. Chantel, are there any hands raised?

Chantel Key: No hands are raised.

Aisha Williams: Okay. Thank you. So the final step in the grant lifecycle, step seven, is performance reviews. Sometimes it feels like you can just breathe a sigh of relief, hey I got my final report in, and oh my goodness, I'm done.

But as we know, just as you start getting busy with other stuff, it seems like you get notification that, either you as an oversight agency are going to be audited or receive a performance review, or you get notification that one of your subgrantee agencies are going to receive a performance review or audit.

So I just want to add a point of clarification when we talk about critical defining activities in the performance reviews. So audits involve a formal review of an oversight agency, or a network agency that can result in a finding related to regulatory or statutory violation of a HUD program. So again, a formal finding related some regulation or a statutory violation of the HUD program.

Performance reviews – let me actually back up even more and say when we say audit, we're talking about a lot of times, usually a financial audit, and we are talking about an activity that's usually we're going to talk about a third party auditor.

So for instance, Booth Management might be coming in and doing a financial audit of your files, and auditing other things that related to the grant, the implementation of the grant program. When we talk about performance reviews, we are talking about a couple of categories of things. There are performance reviews that HUD can conduct, and those are similar to an audit, in that HUD can issue a formal finding if you will, that can result in your program being rescinded or removed from a program even.

And then we're also talking those ones conducted by HUD, include the 9910. So they're going to be using the HUD form 9910. Performance reviews also refer to the things that you as an oversight agency will be doing. So again, you'll remember at the beginning, we talked about the different types of network monitoring. And one of those types of network monitoring for periodic reviews, which is when you go and do either a full formal remote review of agencies

files, and other programmatic and administrative documents. And you go onsite and do that same thing. That's a formal performance review.

The difference between your performance reviews, and HUD's performance reviews is that your performance reviews events arise to the level of finding, you really have to go through HUD and tell HUD what your observations, and concerns are, as they pertain to the particular network agency, and then go from there.

So now that we just clarified a couple of those things. There's a couple of those things that I want to just focus on here. And we mentioned this in the network monitoring webinar – can we go back just one slide?

Shawna LaRue Moraille: Yeah, I'm sorry. And we also have a question on eLOCCS. So I apologize – oops, I'm sorry.

Aisha Williams: Sure. I'll wrap this up if that's okay and we'll get right to that.

Shawna LaRue Moraille: Yeah. I'm sorry.

Aisha Williams: So when we're talking about performance reviews that are conducted by HUD. You as an oversight agency are expected to – or a third party from HUD, you as an oversight agency are expected to provide support to your agency. So we talked about not going in and overwhelming the agency by doing your own performance review, because now we've received notice from HUD or a third party that they're going to do an audit or review of the agency. So don't go in and say, okay, now we have to do our own full performance review.

What you do want to do is help to make sure that they're adequately prepared, they know what to expect, they have their files in order, and that you're able to help answer any questions and clarify as needed. With HUD for example, the types of things that they'll be looking at, that's what it means to be supported. And remember, grant documents and client files are subject to being audited, or reviewed up to three years by following the fiscal year. So even if no one gets audited or reviewed during the grant cycle, remember you still need to be staying on top of those things.

You as an oversight agency can continue to conduct reviews, activities conducted in past years, and even an idea to do that. That way, if you get that notice in the future, everyone's ready and you have the best performance possible.

Okay. Great. Thank you, Shawna.

Shawna LaRue Moraille: No problem. Before you go on to the summary charts, so this is on eLOCCS, is eLOCC set up per grant organization, or is it general to all organizations?

Carolyn Hogans: The eLOCC system, it is set up – regarding the HUD grant, it's set up while per grant, per organization. I think that's the best way for me to answer that question. And if it's not clear, let me know and I can try to explain further.

Aisha Williams: Great. So as we begin the last part of the presentation, I just want to review some steps.

What you see here on the next two slides are the seven life cycle steps as they are implemented by each affected party – so HUD, the oversight agencies, or the subgrantees.

And so in step one, you can see that's the application as a reminder. HUD creates and reviews the application based on the criteria of policies that Office of Housing Counseling has set forth. The oversight agency – the grantee – is responsible for compiling and submitting the application on behalf of the network. And subgrantee's role in this is to be sure that you provide all of the information and qualification that the grantee needs to submit a strong application.

In step two, that's the grant award. HUD announces the award to the oversight agency in this case. They appoint the GTM or the GTR. You as an oversight agency adjust your subawards and activities. And again you do that in conversation with your subgrantees.

And I want to mention here, for the subgrantees part, sometimes they may decline the award, because it's not enough money, or something else happened that makes them unable to use those funds. And so if that happens, or for some reason you get an oversight agency saying that based on my conversations with my subgrantees, I'm not sure that we'll be able to extend these funds, the time to have that conversation with your hub point of contact is at that moment and not when you're not unable to extend the funds and you're about to have your funds recaptured. So I do want to highlight that point.

Just moving forward quickly, step three. That's the grant agreement. I want to reiterate that the subgrant agreements are required. So just as HUD issues you a grant agreement, you issue them subgrant agreements, with your subgrantees, and the subgrantees sign it and live up to those expectations, just you live up to expectations in your grant agreement.

Step four, the projected budget and unit. We talked about that and what needs to happen there.

Step five, the reporting. We talked quite a bit about that as well. One thing that I did want to note, as an aside for unfunded affiliates, they are required to do reporting, and upload the 9902 as well. So we won't get into the details of that.

So just know that just because you're not funded under a particular HUD grant and still have to go in and do reporting, if you're a HUD approved housing counseling agency and if you're a part of a network or even if you're not a part of a network. So the agencies in your network would submit your report in their 9902s and other related documents.

On the next slide, just converging steps six and seven, we talked about eLOCCS. HUD will review the payments from the oversight agencies. The oversight agencies, they'll assemble the vouchers for HUD, keep record of expenses, client management systems, all of the things that support what you're submitting through the eLOCC system. And then the subgrantee, again, you are keeping records of activities and all of those things.

As a reminder, you as an oversight agency are accountable for the subgrantees; and the subgrantees are not at all relieved of their requirements and responsibilities just because you are overseeing them. And then finally, in step seven, the performance reviews. We talk about HUD or a third party conducting a formal performance review or a financial audit.

We talked about the oversight agencies being responsible for providing a support to agencies that are receiving a performance review or audit, as well as conducting their own performance reviews, to make sure that everything is in compliance, and providing technical support, to make sure when there's a formal performance review or audit, that if there were any issues, those things are resolved ahead of time.

And then again, here this is an area where I want to note that even if someone is not funded it does not mean that they are not subject to receive an audit or performance review.

So to that end, the last piece here on this column, is that everyone in your network and unfunded affiliates need to be sure that they are self-monitoring, and that they are performing corrected actions in response to any quality or compliance issues that are raised by you as an Oversight Agency, HUD, or one of HUD's designated third party.

Jason Zavala: Thanks, Aisha. So here, we have some of the common grant implementation mistakes. So we want to try to make sure that you avoid these eras, as you work through each one of the seven grant lifecycle steps.

So it starts with grant documents that are required in the grant agreement, that may not be returned to the POC, your HUD 424 budget, not adding up to the grant amounts, leverage funds not being included, and other expenses not detailed on separated sheets, reports that are not signed by the authorizing officials, and funds not extended within grant agreement periods of performance.

So in all, remember this presentation is part of a robust suite in offerings on grant administration, and oversight agencies and the network agencies are responsible for reviewing and complying with all of the resource materials. And you should be reaching out to your point of contact as needed. So with that, before we move forward, I'd like to ask HUD if that have any additional comments of offer.

Carolyn Hogans: Yes. This is Carolyn Hogans. I just want to mention about – it was stated earlier about some information about receptions. And I would just like to remain the agencies that if they learn early on in the grant period, or whenever they learn, that if they're not going to be able to use all of the grant funds, to notify their point of contact so we can move forward on recapturing them, and hopefully be able to use them for other things.

Jason Zavala: Thank you, Carolyn.

Stephanie Williams: And I wanted to mention – this is something that we say each time we give a training on the grant agreement – one of the common mistakes is not reading the grant

agreements, which is not meant to sound facetious, but the trainings that we offer are helpful but they do not get into the level of detail and nuance that is outlined in the grant agreement itself.

So it really is important to not only read the grant agreement in its entirety when it's sent, but also use it as a reference. And particularly, there is information in the reporting section that's very helpful and that's hard to remember off the top of one's head.

So that's really a reference section as well, the reporting section and the payment section, when requesting reimbursement; and of course the subgranting or subcontract of the grant agreement. So one that's one thing in terms of a common mistake, having information right before you that you may not always reference frequently enough.

And the other thing is sharing the grant agreement with the appropriate people within the agency that might be the finance or accounting person, not just kind of the counselors, and the program managers, but so that the folks who were involved with accounting or compliant, or however an agency is organized, just making sure that everyone – relevant persons, I should say – are really kept abreast of the requirement of the grant agreement.

Jason Zavala: Thank you, Stephanie. So now we're going to take a poll and we are going to continue to open the floor to any questions, as we go along. We'd actually like to target some of the technical assistance on this topic. "What we would like to know is where do you need the most help with the steps that have been discussed to this point. What steps present the greatest challenges to your agency? Is it one, application; two, award grant agreement and budget the preliminary steps two through four; number three, grant reporting; four, eLOCCS and drawdowns; or five, performance reviews?"

So we'll start by leaving the poll open. And I will turn it back to see, Shawna are there any questions that we need to answer with HUD right now?

Shawna LaRue Moraille: There are no written questions right now. Chantel?

Chantel Key: No hands are raised.

Shawna LaRue Moraille: Oh, of course. Take a second.

Now I have a question. Grant reporting, specifically billing requests by agencies, would love to see best practices on how other intermediaries handle, and Bill, sorry. I guess it's just a shout-out to let you know how other agencies are doing, so related to billing requests. So does any HUD staff or Jason or Aisha want to offer anything related to billing requests and how best to handle?

Bill McKee: I'm Bill McKee. And I think that's a good point. And in terms of general formatting for billing, I mean we are trying to look at what we might be able to provide, like a toolkit, to help agencies see sort of a general thing, in terms of a general way how to bill. We will provide information in a toolkit format as we go forward.

Aisha Williams: Yeah. I would just underscore as well that there will be some tool kits and other supportive things related to all of the webinars – today's webinar included – that addresses some of those very questions. So be on the lookout for that.

And then also don't forget to visit Office of Housing and Counseling's website. Bill talked about and I talked about some tool kits that are going to be coming out. There are very many things on HUD's website, on the Office of Housing Counseling, that are useful for answering those types of questions, as an agency continues to move forward and involve all of us in that area.

Shawna LaRue Moraille: Okay. Great. I think now we're ready for the poll results.

Jason Zavala: Excellent. Thank you. So at this point, I would like to give HUD an opportunity to respond on these. It appears that approximately 17 percent of the respondents had identified that application represents one of their greatest challenges, the award grant agreement and budget came in at 14 percent. The largest grouping was under grant reporting at 34 percent. eLOCCS and drawdowns was at 10 percent and performance reviews was at 24 percent. So we led with grant reporting and performance reviews.

HUD, would you like to offer any feedback on these?

Bill McKee: Hi, this is Bill again. I just want to say that this is very useful feedback. Obviously it seems like grant reporting is an area, where folks have difficulties and maybe would like some additional guidance. As I indicated, we will be having some additional webinar about the grant agreements themselves, and we are looking towards providing more information, that would be helpful, in terms of grant reporting.

So this is good to know, and I also see performance reviews are up there, and Oversight folks have been busy, in terms of trying to come up with ways to streamline and to make it more user friendly and understandable for the industry, and they're going to continue to do that. You should see more coming out in the months ahead.

Jason Zavala: Thank you, Bill. Any others?

Shawna LaRue Moraille: I have no further questions that are written. Chantel did anyone raise their hand?

Chantel Key: No hands are raised at this time.

Jason Zavala: Excellent. Well, thank you all for the input on this. At this point, we'll actually start to bring you to the remaining tools that are available to you, to help support a lot of the activities that you're doing.

So as it has been mentioned, a lot of the resources that you're now seeing, some are identified on HUD.gov and also on the HUD exchange. The Booth Management webinar was just recently held on April 21st on this year. The presentation provided was meant to complement their presentation.

So if you have not reviewed their audio recordings or looked at the webinar, we recommend that you do so after today's webinar. While many of these Office of Housing Counseling resources are not yet on the HUD Exchange website, a few of them already are, such as the 424 form information.

And as part of the capacity building toolkits, there is one on performance reviews, which is one of the areas that y'all just identified a need for more information on. In particular, you may want to observe what you find on pages 19 through 23 of that link that defines performance reporting pitfalls.

Shawna LaRue Moraille: Okay. Before we move on, there is one person with their hand raised. We may have some questions that she would like to ask. Chantel, do you want to unmute her? Might be related to these OMB tools, Jason.

Chantel Key: Tammy, you've been unmuted. (Pause.)

Shawna LaRue Moraille: Did we scare her away? Maybe she didn't have a question. I guess mute her again. Why don't you continue with the resources Jason.

Jason Zavala: Thank you, Shawna. And then lastly, you'll notice that there are some additional webinar and point of contact, and other resources. These will be helpful in shaping the quality of your grant administration plan, as well as provided appended tools and other resources. So we recommend that you observe and print these webinars, and any of your documents that you find on the exchange that will support your knowledge base. Note that the bridge newsletter featured slide information on the point of contact feedback.

So that covers a newly launched initiative called the central point of contact for complaints and compliments. Phyllis Ford [ph] is the main point of contact and it includes the following types of feedback: performance review findings, communications issues, reporting and grant payment problems; and regulation and policy interpretation.

The HUD Housing Counseling listserv archives is a great place to check to ensure you're up to date on the latest news, announcements, and trainings available on the program. So we recommend that you put that as a favorite in your access points.

And know that the HUD.gov website is migrating to the HUD Exchange this summer. More information is coming, and you can start by signing in as a user in the interim.

Shawna LaRue Moraille: Okay. Great. Do we have any final questions or did Tammy come back?

Tammy, we would love to hear from you. There are no written questions at this point, but we'll hold for a couple of minutes. We do want to make sure that you understand how important it is that we receive you evaluation on this webinar. We've provided the link here. The link will be

available for 10 or so minutes, after the end of the webinar for you to copy and paste it into your browser.

But it's your feedback to us to make sure that we're constantly improving these webinar and giving you want you need, and we've of course, provided the HUD.gov, Housing Counseling website, as well as the email box for any of your questions at housing.counseling@ hud.gov.

Maybe HUD would like to say some parting words while I see if I – I do have one question that was just written in, and then we'll pass it over to HUD.

"Will intermediaries need to have a staff person obtain a housing counseling certification, once the proposed rule is finalized. So will intermediaries need to have a staff person obtain a HUD Housing Counseling certification, once the proposed rule is finalized?" Bill, would you like to take this one?

Bill McKee: Sure. I think we're still working on how it's all going to work out operationally. So we'll have a lot more information coming out as we move forward. I can only say we are taking a look at how it's going to be implemented, and what the different roles of intermediaries, with regard to the certification process and versus the roles of their grantees and affiliates. So all I'll say is there's going to be more information to come. I don't have any more specific information at this time.

Shawna LaRue Moraille: Okay. Great. So stay tuned. Thanks, for asking that question. That's the last one that was written in. Chantel, does anyone have their hand up or want to ask anything?

Chantel Key: No, no hands are raised.

Shawna LaRue Moraille: Okay. Great. Any parting words from Stephanie, Bill, Carolyn?

Carolyn Hogans: Well, this is Carolyn. And I would just like to say, as we always say, thank you to agencies for participating in HUD's Housing Counseling program.

Stephanie Williams: And I'll add that the training today was in response to the feedback that we had gotten that more guidance was needed by intermediaries. And so, to the extent that you feel – I think the poll results show this, information on even more specific areas, like the grant reporting, and the performance reviews, the more detail that you can provide about what information is missing and what would be helpful, the better we can try to come up with training and guidance to address those things.

So thank you to the folks who organized this and presented this information.

Shawna LaRue Moraille: Great. Well, thank you everyone for participating. And we will leave the SurveyMonkey link for the evaluation up here for a few more minutes so you can provide us your feedback.

Have a great rest of your day and thank you so much.

(END)